

**JOINT ELECTRICITY REGULATORY COMMISSION FOR
THE STATE OF GOA AND UNION TERRITORIES
GURGAON**

Coram*
Sh. S.K.Chaturvedi, Member
Petition No. 77/2012
Suo- Moto

In the matter of

Status of Consumers Metering, Reading and Billing category wise.

And in the matter of:

1. Secretary (Power), Govt. of Goa
2. Secretary (Power), UT of Andaman & Nicobar
3. Secretary (Power), UT of Chandigarh
4. Secretary (Power), UT of Dadra and Nagar Haveli
5. Secretary (Power), UT of Daman & Diu
6. Secretary (Power), UT of Lakshadweep
7. Secretary (Power), UT of Puducherry

..... Respondents

Present

1. Sh. Pawan Kr. Sharma, AEE (Commercial), ED- Chandigarh.
2. Sh. Gaurav Lohani, Consultant, EDs- Dadra and Nagar Haveli and Daman and Diu.
3. Sh. R. Murali, Executive Engineer, ED- Puducherry.

Order

22.07.2013

Electricity Department – Goa respondent No. 1

None is present on behalf of respondent no. 1- ED- Goa. The respondent no. 1 also failed to submit report, action plan and road map on Consumers metering, reading and billing category wise despite repeated directions. The Commission has taken serious note for non compliance of its directions. The Commission directed that a letter be sent to Secretary (Power), State of Goa, directing him to take action against the defaulting officers for non-compliance of orders/ directions of the Commission and to submit detailed report, action plan and road map on status of Consumers metering, reading and billing category wise on or before 3.10.2013 positively otherwise the Commission shall be constrained to initiate proceedings under sections 142 & 146 read with section 149 of the Electricity Act, 2003.

Electricity Department – Andaman & Nicobar respondent No. 2

None is present on behalf of respondent no. 2- ED- Andaman & Nicobar Islands. The respondent no. 2 also failed to submit report, action plan and road map on Consumers

metering, reading and billing category wise despite repeated directions. The Commission has taken serious note for non compliance of its directions. The Commission directed that a letter be sent to Secretary (Power), UT of Andaman & Nicobar Administration directing him to take action against the defaulting officers for non- compliance of orders/ directions of the Commission and to submit detailed report, action plan and road map on status of Consumers metering, reading and billing category wise on or before 3.10.2013 positively otherwise the Commission shall be constrained to initiate proceedings under sections 142& 146 read with section 149 of the Electricity Act, 2003.

Electricity Department – Chandigarh respondent No. 3

The respondent no. 3 ED- Chandigarh submitted status report, action plan and road map on Consumers metering, reading and billing category wise as under:-

Quote

S. No.	Provisions as per Regulations 8.1 of JERC (Supply Code Regulations, 2010)	Present Status wrt CED
1.	<i>In respect of domestic consumers meter should be read only during daylight hours</i>	<i>Complied</i>
	<i>The periodicity of the meter reading and billing:</i>	
	<i>Domestic – Urban (Monthly)</i>	<i>(Once in two months)</i>
	<i>Non – Domestic – Others (Urban & Rural) (Monthly)</i>	<i>(Once in two months)</i>
	<i>LT Industrial (Monthly)</i>	<i>(Monthly)</i>
	<i>Agriculture – Urban/ Rural (Once in two months)</i>	<i>(Once in two months)</i>
	<i>Street light, Water works, X- Ray plants, Electric Crematorium (Monthly)</i>	<i>Street Light, Water works: (Monthly) Electric Crematorium has come under “DS” tariff schedule in approved tariff order FY 2013-14: (Once in two months).</i>
<i>HT, EHT (Monthly)</i>	<i>There is no such, HT, EHT Tariff categories approved for UT Chandigarh. However, large supply consumers released on 11 KV are billed monthly.</i>	
2.	<i>The licensee shall notify for each category of consumers, in the following</i>	
	<i>(a) date on which bill will be issued by the licensee</i>	<i>Already implemented.</i>
	<i>(b) date by which bill will be delivered to the consumers.</i>	<i>Proposed in New Bill (F/F).</i>
	<i>(c) due date for payment of bill</i>	<i>Already implemented.</i>
3	<i>Meter shall be read by an authorized representative of the licensee once every billing cycle.</i>	<i>Already in practice.</i>
	<i>The licensee shall provide proper photo identity cards which shall be displayed on his dress so that it is visible. The meter reader shall record the meter reading</i>	<i>Commercial Instruction has been issued and attached as (F/A).</i>

	<i>with date in the meter card to be kept at consumer's premises.</i>	<i>To keep the consumer informed online 24X7, meter reading of current bill, consumption pattern has been made available online at the website of the department www. Chdengineering.gov.in Sample print out taken from above website has been attached at (F/B).</i>
4.	<i>Arrangements shall be made by the licensee to display the meter reading and payment status of consumers on Internet.</i>	<i>Already implemented on website www.chdengineering.gov.in and www.chandigarh.gov.in</i>
5.	<i>The licensee may use hand held computer devices with GSM connectivity, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. It bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the licensee's official taking the meter reading.</i>	<i>Presently, no such practice is being followed in CED.</i>
6.	<i>In case, during spot billing procedure, the licensee's representative could not take meter reading due to the absence of the consumer, the representative may leave a note and request the consumer to inform the meter reading over telephone. The consumer may thereafter take the delivery of the bill on any convenient date. However this procedure of receiving meter reading over telephone shall not extend beyond one meter reading cycle at a stretch.</i>	<i>Presently, no such practice is being followed in CED.</i>
7.	<i>The licensee shall assign a unique consumer number for each consumer and communicate the same to the consumer. The unique consumer number may include pole number, transformer number, 11 kv feeder number, distribution centre number and division number.</i>	<i>This aspect is covered under R-APDRP scheme. However, Unique account number is allocated to every consumer reflecting div no., sub-division no., ledger no. house no. etc.</i>
8.	<i>It shall be open to the licensee to adopt a scheme for pre-payment of electricity barges till meters are provided as required under the Act for such consumers who are getting unmetered supply and the details of such pre- payment scheme shall be got approved form the Commission.</i>	<i>No such scheme is implemented in UT Chandigarh as all the consumers are metered consumers.</i>
9.	<i>Bills shall be prepared for each category of consumers in accordance with prevailing tariff order.</i>	<i>Already implemented</i>
10.	<i>When supply to a new consumer is commenced in the middle of month the Demand Charges, Minimum</i>	<i>Commercial Instruction has been issued and attached as (F/C).</i>

	<p><i>charges and/or and other similar fixed charges shall be levied on pro- rata basis for the number of days for which supply is given.</i></p> <p><i>The units to be charged under various blocks or slabs shall also be accordingly prorated. For the purpose of these sub- regulations, the month shall be computed as 30 days.</i></p>	<p><i>Already in practice.</i></p>
11.	<p><i>Separate bills shall be issued for dues which may arise because of audit paras or settlement of various disputes except demand for additional security deposit. Such bills should be accompanied with written details of basis of billing, period of billing etc.</i></p>	<p><i>Commercial Circular no. 6 dated 5.04.2011 has already been issued and implemented in true spirit. (Copy attached) (Sample bill copy also attached) (F/D1).</i></p>
12.	<p><i>The licensee shall endeavour to take monthly meter reading instrument where meters with MRI download facility are installed.</i></p>	<p><i>Present MRI downloads are being taken in cases where connections are checked and due to shortage of manpower, it is not practically possible to download data of all meters.</i></p>
13.	<p><i>It for any reason, meter is not accessible for reading, the licensee shall issue a provisional bill on the basis of average cycles and also send a notice to the consumer to keep the meter accessible at the time of reading and date given in the notice.</i></p>	<p><i>Already implemented.</i></p>
14.	<p><i>The amount thus billed shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycle. Such provisional billing shall consecutive billing cycles at a stretch. If the meter remains inaccessible even during the next cycle, the consumer will be served with a notice, if available, or affixed near any entrance of the premises, to either get the meter read by the licensee within 7 days for reading of the meter at a fixed time and date failing which the supply will be disconnected after serving a 24 hours notice under section 163 (3) of The EA, 2003 (36 of 2003). The provision shall not apply in case of domestic consumer who has given advance intimation to the licensee of the inaccessibility of the meter for reading due to the consumer being out of station and it he has deposited an amount that covers the minimum/ fixed charges for the duration of the proposed absence. Such provisional payment shall be adjusted when subsequent bill is issued on the basis of actual meter reading.</i></p>	<p><i>Commercial Instruction has been issued and attached as (F/C).</i></p>
15.	<p><i>It shall be the responsibility of the meter reader to note down the details of every stopped/defective</i></p>	<p><i>Commercial Instruction has been issued and attached as (F/A).</i></p>

	<i>meter, conditions of meter/seal and condition of LCD/LED of electronic meter and in case of any abnormality shall file a report to the concerned officer who shall be responsible to take immediate steps to replace or repair the stopped/ defective meter or action taken, if required, in accordance with provisions of the Act.</i>	
16.	<i>In order to recover the energy charges for the duration when the meter remains non-functional, average monthly reading cycles subject to minimum monthly charges or as otherwise provided in the tariff order of the Commission in force shall be the basis of billing. In case a check meter is available, the readings of the check meter may also be used for assessment of consumption. In case of HT consumers if during the period when the main meter is defective, the check meter is not installed or is also electricity supplied shall be determined as stated above.</i>	<i>Already implemented in true spirit. (Sample bill copy also attached) (F/D2)</i>
17.	<i>The meter reader shall furnish a list of connections where the meter reading could not be recorded or the meter has not recorded any consumption of electricity, to the officer in charge of the Distribution Centre who shall prepare a list of such consumers where meter reading could not be taken and list of the defective meters to be replaced and report the same to the concerned designated officers of licensee for taking action as specified in the Standards of Performance of Distribution Licensee Regulations.</i>	<i>Commercial Instruction has been issued and attaché das (F/A).</i>
18.	<i>The senior officers shall carry out the sample checking of meter readings as per the schedule drawn out by the licensee. It should be the endeavour of the licensee that meter reading in case of at least 20% of LT meters are checked in a year by a team of officers, not below executive cadre.</i>	<i>Enforcement Circulars bearing No. 4&5 dated 1.02.2012 have been issued (Copy attached) (F/E)</i>
19.	<i>The licensee may send bills to consumers by hand or by post. In case of hand delivery of bills, proof of service of bill shall be maintained at the concerned office of the licensee. On a written request from a consumer, the licensee shall send the bill by registered post and the expenses of such delivery of bill shall be recoverable from the consumer.</i>	<i>Already implemented.</i>
20.	<i>The licensee shall ensure distribution of bills to the consumers not less than 14 days before the due date for payment.</i>	<i>Already in process.</i>

	<i>The bills shall invariably contain the minimum details as mentioned in the Supply Code.</i>	<i>Proposed in New Bill.</i>
21.	<i>The details as mentioned in supply code would also need to be provided to the consumer as an attachment to the bills or printed on the reverse of the bill.</i>	<i>Proposed in New Bill (F/F)</i>
22.	<i>In case the licensee is unable to supply power for a period of 10 days (each day shall consist of power cut from 00 hours to 24 hours) or more in a calendar month to a consumer who is not otherwise disconnected the licensee shall charge the consumer in the following manner: (a) Energy charges shall be on the basis of actual meter reading recorded in the energy meter. (b) Other charges shall be prorated on the basis of the number of days, power was provided to the consumer</i>	<i>Commercial Instruction has been issued and attached as (F/C)</i>
23.	<i>The licensee shall make arrangements to provide guidance and information to any consumer on telephone and for this purpose shall set-up call center(s). all urban areas may be brought under this facility in the first phase and rural areas thereafter. Details of payment status, arrear status, authorized load, contract demand etc. may be provided to the consumer if he discloses his connection number and address.</i>	<i>This will be covered under R-APDRP scheme.</i>

Unquote

The Commission shall examine the status report, action plan and road map on Consumers metering, reading and billing.

Electricity Department – Dadra and Nagar Haveli respondent No. 4

The respondent no. 4 also failed to submit report, action plan and road map on Consumers metering, reading and billing category wise despite repeated directions. The Commission has taken serious note for non compliance of its directions. The Commission directed that a letter be sent to Secretary (Power), UT of Dadra and Nagar Haveli directing him to take action against the defaulting officers for non-compliance of orders/ directions of the Commission and to submit detailed report, action plan and road map on status of Consumers metering, reading and billing category wise on or before 3.10.2013 positively otherwise the Commission shall be constrained to initiate proceedings under sections 142 & 146 read with section 149 of the Electricity Act, 2003.

Electricity Department – Daman & Diu respondent No. 5

ED- Daman & Diu submitted following report on Consumers metering, reading and billing category wise as under:-

Status of consumer metering, reading and billing category wise for the year 2011-12

	1	2	3	4	5	6	7	8	9	10	11
Sr. No.	Consumer category	Total No. of consumers	No. of consumers with meters and total units billed	No. of consumers without meters and total units billed	No. of consumers with meters as in col. 4 being on actual consumption basis i.e. based on meter reading and total units billed	No. of consumers with meters as in col. 4 being without reading of meter on normative consumption	meter not accessible and total units billed	meter not recording (NR) old Disconnected service and total units billed	Meter appears defective (ADF) and total units billed	Meter reading defective (RDF) and total units billed	Meter identified defective (IDF) and total units billed
1	DOMESTIC	44171	73850235	0	73850235	0	0	0	0	0	(6625) Nos. 4505000 units
2	COMMERCIAL	9467	33826406	0	33826406	0	0	0	0	0	(1400) Nos. 2520000 units
3	LT INDUSTRIES	3538	156835670	0	156835670	0	0	0	0	0	(4) Nos. 34000 units
4	WATER WORKS	77	916534	0	916534	0	0	0	0	0	0
5	AGRICULTURE	1829	2700693	0	2700693	0	0	0	0	0	(145) Nos. 108750 units
6	STREET LIGHT	217	5585031	0	5585031	0	0	0	0	0	(17) Nos. 51000 units
7	KUTIR JYOTI	2031	104587	0	104587	0	0	0	0	0	0
8	HT CONNECTION	904	1496831478	0	1496831478	0	0	0	0	0	0

Status of consumer metering, reading and billing category wise for the year 2012-13

	1	2	3	4	5	6	7	8	9	10	11
Sr. No.	Consumer category	Total No. of consumers	No. of consumers with meters and total units billed	No. of consumers without meters and total units billed	No. of consumers with meters as in col. 4 being on actual consumption basis i.e. based on meter reading and total units billed	No. of consumers with meters as in col. 4 being without reading of meter on normative consumption	meter not accessible and total units billed	meter not recording (NR) old Disconnected service and total units billed	Meter appears defective (ADF) and total units billed	Meter reading defective (RDF) and total units billed	Meter identified defective (IDF) and total units billed
1	DOMESTIC/LIG /KUTIR JOYTI	41979	77412069	0	77412069	0	0	0	0	0	(5600) Nos. 3808000 units
2	COMMERCIAL	8148	38501642	0	38501642	0	0	0	0	0	(1316) Nos. 2368800 units
3	LT INDUSTRIES	1839	160225912	0	160225912	0	0	0	0	0	0
4	WATER WORKS	71	1112822	0	1112822	0	0	0	0	0	0
5	AGRICULTURE	1158	4191937	0	4191937	0	0	0	0	0	(269) Nos. 269000 units
6	STREET LIGHT	317	6469317	0	6469317	0	0	0	0	0	(8) Nos. 24000 units
7	HT CONNECTION	801	1563170815	0	1563170815	0	0	0	0	0	0

The Commission examined the report submitted by respondent no. 5 and observed that the report on status report, action plan and road map on Consumers metering, reading and billing category wise is incomplete and is not as per Regulation 8.1 of JERC (Electricity Supply Code), Regulations, 2010. The Commission directed that a letter be sent to Secretary (Power), UT of Daman & Diu directing him to take action against the defaulting officers for non-compliance of orders/ directions of the Commission in letter and spirit and to submit detailed report, action plan and road map on status of Consumers metering, reading and billing category wise on or before 3.10.2013 positively otherwise the Commission shall be constrained to initiate proceedings under sections 142 & 146 read with section 149 of the Electricity Act, 2003.

Electricity Department – Lakshadweep respondent No. 6

None is present on behalf of respondent no. 6- ED- Lakshadweep. The respondent no. 6 also failed to submit report, action plan and road map on Consumers metering, reading and billing category wise despite repeated directions. The Commission has taken serious note for non compliance of its directions. The Commission directed that a letter be sent to Secretary (Power), UT of Lakshadweep, directing him to take action against the defaulting officers for non-compliance of orders/ directions of the Commission and to submit detailed report, action plan and road map on status of Consumers metering, reading and billing category wise on or before 3.10.2013 positively otherwise the Commission shall be constrained to initiate proceedings under sections 142 & 146 read with section 149 of the Electricity Act, 2003.

Electricity Department – Puducherry respondent No. 7

The respondent no. 7 ED- Puducherry submitted status report, action plan and road map on Consumers metering, reading and billing category wise as under:-

Quote

“Metering/ Reading

- 1. The EDP humbly submits that all categories of consumers except OHOB and Agriculture, serviced by the Electricity Department are being extended with the power supply through an energy meter duly recording the consumption of energy and billed on monthly basis.*
- 2. With regard to the type of consumer meter provided for each category consumer, the EDP submits that only the standard static type energy meter with suitable class of accuracy as specified in the CEA (Installations and operations of Meters) Regulations, 2006 are being provided in all new service connections/ enhancement of load in case of existing service connections, even in respect of new agriculture and OHOB service connections. It is submitted that around 200967 electro mechanical meters are in use in the old existing service connections, which constitutes to around fifty percent of total energy meters in use.*
- 3. In respect of the working conditions of the energy meters provided in the service connections, the EDP submits that around twenty percent of static type energy meters are found defective.*
- 4. The details of the type of energy meters and its working conditions in existence, category wise are submitted in the table below:-*

S. No.	Category & type of meter	Static Type		EM Type	
		Total in services	Defective	Total in services	Defective
1.	<i>Domestic & Non Domestic</i>				
	<i>Single phase</i>	<i>189064</i>	<i>31392</i>	<i>186760</i>	<i>50350</i>
	<i>Three phase</i>	<i>11222</i>	<i>866</i>	<i>13153</i>	<i>3962</i>
2.	<i>LT Industrial</i>				
	<i>Direct/CT operated meter</i>	<i>1571</i>	<i>63</i>	<i>1054</i>	<i>398</i>
3.	<i>HT Services</i>				
	<i>HT& LT Trivector meter</i>	<i>460</i>	<i>0</i>	<i>-</i>	<i>-</i>
4.	<i>EHT Services</i>				
		<i>9</i>	<i>0</i>	<i>-</i>	<i>-</i>

ACTION PLAN

5. *The EDP submits that necessary action had already been initiated to replace all the Electromechanical meter in use in the existing service connections with the Static type energy meter with appropriate class of accuracy as per the specification given in the CEA (Installation and Operation of meters) Regulations, 2006 in a phased manner.*
6. *However, the Department has planned to replace the defective meters with that of good working Static type energy meters, on priority basis, so as to ensure proper energy accounting in the distribution system.*
7. *For the effective implementation of aforesaid action plan and to meet the requirement of energy meters for effecting new service connection, the Department has placed a supply order for purchase of forty thousand single phase meters in the year 2012 itself. The first consignment of supply of meters (15000 meters) has already been received and the remaining meters are expected to be received before the end of second quarter of 2013-14. Further, it is submitted that the tendering process is on track for purchase of additional forty thousand single phase static type energy meters and ten thousand three phase meters for the year 2013-14.*
8. *The EDP submits that the Department is implementing pilot smart grid project sponsored by Ministry of Power in part of distribution area in Puducherry region. Under this project, around 87000 service connections are covered. On implementation of this project, it expected that around twenty seven thousand defective meters in the project area would be replaced with smart meter and around **forty thousand** static type energy meters in good working condition would be released.*
9. *The EDP submits that the Department has proposed to utilize the new single phase energy meters and three phase energy meters made available through procurement action and the forty thousand static type energy meters released from smart grid pilot*

project area for replacement of defective and electro mechanical meters in the areas not covered under smart grid project. This action plan will be executed by the end of the financial year.

Billing & Collection

10. *The EDP submits that all categories of consumers except OHOB & Agriculture services are serviced under spot billing procedure and their energy consumption bills are served on monthly interval. The EDP has planned to implement new advanced billing software under R-APDRP scheme, which is likely to be completed by the end of the financial year 2013-14.*
11. *The EDP submits that the collection efficiency achieved during the year 2011-12 is around 94% and due attention is being paid to improve the collection efficiency to the target level of 96%”.*

Unquote

The Commission shall examine the status report, action plan and road map on Consumers metering, reading and billing.

Scheduled for hearing on 7.10.2013 at 11:00 AM.

Sd/-
(S.K.Chaturvedi)
Member

Chairperson (Vacant)

- * Post of the Chairperson is vacant. As per proviso of Regulation 9 (II) of JERC (Conduct of Business) Regulations, 2009 for review of its own orders “Coram is all Members”. Whereas according to provisions of Section 93 of the Electricity Act, 2003 no act or proceedings of the appropriate Commission shall be questioned or invalidated merely on the ground of existence of any vacancy or defect in the Constitution of the appropriate Commission. So the Member only constitute a valid quorum.